



State of Nevada – Department Of Personnel

CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
CHIEF OF RECOVERY SERVICES AND INVESTIGATIONS	39	A	11.305

DEFINITION OF THE CLASS:

Under general direction of the Deputy Administrator, plans, organizes and directs recovery, investigations and internal audit activities statewide for the Welfare Division; and performs related work as required.

EXAMPLES OF WORK: (The following is used as a partial description and is not restrictive as to duties required.)

Directs the overall statewide operation of Welfare's investigative and recovery activities through the supervision of professional staff and working with the Deputy Administrator to establish program goals and objectives in order to ensure smooth interaction with eligibility staff and facilitate program effectiveness.

Manages Welfare's investigative and recovery activities statewide, to include: internal audits, pre-eligibility investigations, recipient investigations, overpayment calculations, collections, program disqualifications, civil court actions and criminal prosecutions. Develops and presents budgets; prepares new and amended legislation; offers testimony in support of legislation and/or Welfare Board; supervises professional senior staff and composes program policy.

Directs and participates in internal audits relating to Welfare Division employee use of gas credit card purchases, long distance phone calls, and state telephone credit cards. Reviews billings in terms of type of use, frequency and necessity, focusing on suspicious use or possible employee abuse. Investigates all suspicious use and reports findings to Deputy Administrator.

Develops and implements policy and procedures for the management of the Intentional Program Violation (IPV) investigative and hearing process. Directs staff assigned to the Recovery Services and Investigations in various district offices in the preparation and pursuit of IPV actions.

Develops, implements and manages all mainframe computer programs and personal computer changes involving the Aid to Dependent Children (ADC) overpayments system, Food Stamps claims system, Medicaid Overpayment System and investigative programs including: problem solving, developing applications, training staff; and coordinating mainframe needs, problems and modification requests with Data Development staff.

Provides direction to a staff of investigators in terms of work assignment and direction; reviews initial complaints, problems or requests and assigns to staff. Activities are monitored on a daily basis and final reports are reviewed and checked for accuracy, clarity and format to ensure policy and procedure is followed.

Coordinates and directs compliance/audit activities based on agency goals and objectives and through the development of appropriate staffing levels and assignments; works jointly with public officials, the criminal justice system, federal government, and the community in maintaining a comprehensive compliance program through the enforcement of state and/or federal laws, rules and regulations.

EXAMPLES OF WORK: (cont.)

Conducts specialized investigations involving activities of business, their owners and/or employees, and benefit recipients; monitors fraudulent activity, major program violations, or criminal violations through the review of investigative reports, audits, complaints and court decisions. Submits reports and recommendations to supervisor for review.

Works directly with the Deputy Director, agency heads, business representatives, violators, the complainant and judicial system regarding complaint resolution, regaining compliance, pursuing criminal prosecution, imposing administrative sanctions, penalties or addressing before a hearings board or commission. Provides testimony before the governing body or in a court of law.

Oversees the training of staff based on projected or recommended needs in the area of investigations, audit, inspection, community relations, program rules and regulations and related laws. Reviews and approves training programs to ensure compliance with program goals and objectives.

Prepares and approves work schedules which involves assigning days off, duty hours or compensatory leave; allocates manpower to shifts based on assessed needs; maintains reporting procedures and reviews status reports to determine achievement of objectives.

Supervises the use and repair of property and equipment by inspecting and ascertaining repairs or replacement, analyzes equipment requests, determines needs and makes requests to the agency head.

Performs research by identifying program needs, researching and developing policy procedures, develops written proposals for presentation to management. Submits requests for procedural changes in order to improve compliance audit and enforcement activities to agency head.

Responds to public or industry complaints or requests by answering questions and providing information; explaining procedures, rules and regulations. Develops training programs and provides assistance to promote awareness, education and good relations.

Assists the Administrator or agency head in the planning and development of the program budget, internal policy and procedure and the implementation or introduction of state legislation.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (These may be acquired on the job and/or needed to perform the work assigned.)

Detailed knowledge of medicaid and other public assistance program rules and regulations, agency policy and procedure and/or federal laws that pertain to the supervision of investigative and auditing activities. Knowledge of supervisory principles and practices as well as State personnel policy necessary to supervise subordinate personnel. Knowledge of budgeting and fiscal management.

Ability to plan, direct and coordinate the work of others. Ability to discuss a variety of job related topics on short or no notice. Ability to maintain cooperative working relationships with law enforcement agencies, government officials, the judicial system federal government, and the general public. Ability to motivate others to take appropriate action. Ability to communicate program goals, policy and procedures to subordinate staff, the judicial system and the general public. Ability to analyze information, problems, situations, practices or procedures to define problems or objectives. Ability to supervise personnel which includes delegating responsibility, the recruitment and training of staff, evaluating the effectiveness of subordinates, and administering necessary discipline.

ENTRY KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (Applicants will be screened for possession of these through written, oral, performance or other evaluation procedures.)

Knowledge of the purpose, activities and functions of the program area as applied to administering compliance activities. Thorough knowledge of rules of evidence, rights of citizens and court procedures Knowledge of record keeping practices and procedures.

Ability to gain the respect of others. Ability to negotiate and formulate complaint resolution. Ability to explain methods and requirements for compliance with agency policy. Ability to assist in the development of division goals, objectives, operating policy and procedure.

EDUCATION AND/OR WORK EXPERIENCE:

I

Bachelor's degree from an accredited college or university with major course work in criminal justice, police science, psychology, business administration or closely related field and four years of investigative, auditing and/or program related experience where standard investigative and auditing techniques were utilized to make program compliance determinations, enforcement of state and federal laws, preparation of detailed reports for the purpose of justifying administrative sanctions, penalties or criminal prosecution. Determinations are based on evidence collected, applying laws, rules or regulations and thorough analysis and verification of data. Work experience may be obtained in law enforcement, investigative, regulatory, program related or comparable setting; OR

II

High school graduation or equivalent (GED) and six years of investigative or program related experience as outlined in option I; OR

III

Two years as a Compliance/Enforcement Investigator III in Nevada State service; OR

IV

An equivalent combination of education and experience in which the applicant has demonstrated possession of the entry level knowledge, skills and abilities.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

11.305

ESTABLISHED: 5/22/91R
5/29/92PC